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FAMILY ASSISTANCE NETWORK

PERSONAL AFFAIRS

FOR THE GOVERNOR:

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The Adjutant General

OFFICIAL



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History. This is a new pamphlet.

Summary. This pamphlet outlines the California National Guard Family Assistance Network.

Applicability. This pamphlet applies to all California National Guard Army commands and units.

Supplementation. Supplementation of this pamphlet is prohibited without prior approval from the Operation Ready Families Program office (CAJS-FP).

Suggested improvements. The proponent for this pamphlet is the Operation Ready Families Program Office. Users are invited to send comments, suggestions, and improvements directly to Joint Forces Headquarters (Box 54), 9800 Goethe Road, Sacramento, CA 95827.

Distribution. Distribution of this pamphlet is Army – A.

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Chapter 1 – Overview

1-1. Purpose. This pamphlet provides guidance concerning the California National Guard Family Assistance Network (CNGFAN) and its role as a resource to established command and unit Family Readiness programs. It also establishes the key services CNGFAN provides to Guardmembers and their families and loved ones during periods of deployment and redeployment.

1-2. References. References used in this publication are AR 600-20, AR 608-1, DA Pam 608-47, FORSCOM Regulations 500-3-3 and 500-3-5 along with the Department of the Army “Operation Ready” materials.

1-3. Abbreviations and terms. Abbreviations and special terms used in this publication are explained in the glossary.

1-4. Responsibility and recommendations. Questions and recommendations regarding this publication and the state Family Assistance Network should be referred to the state Operation Ready Families Program Office.

Chapter 2 – Roles and Responsibilities

2-1. Responsibilities

a. Deputy Adjutant General, Joint Staff Division

- (1) Develop plans and procedures to provide support concurrent with family readiness requirements.
- (2) Establish requirements for all units of the California National Guard concurrent with family readiness requirements.
- (3) Ensure resources are accessible for effective functioning of the state family readiness program.

b. State Operation Ready Families Program Office

(1) Coordinate family assistance for all military dependents in California, especially in all areas beyond the support capability of military facilities. Organize, train, and plan execution for coordination of family assistance for all military families members with the state of California.

(2) Manage the resources required for the state Family Assistance Network to included all FAN contract personnel. Provide oversight and guidance to FAN personnel in the field. Approve and disseminate taskings to the Regional Specialists for action.

(3) Train unit and MACOM MPOCs for Family Readiness and FSG volunteer coordinators.

(4) Provide advice to commanders, MPOCs, other military members with a Family Readiness role and volunteer coordinators concerning Family Readiness issues.

Chapter 3 – The California National Guard Family Assistance Network

3-1 The Mission of the CNGFAN

a. The CNGFAN, as part of the Operation Ready Families Program Office, serves military families - both those of California National Guardmembers and those of other services. Each CNGFAN element acts as an information and referral source to assist military families on a wide range of issues. Assistance can include referrals to military agencies and activities; to local, state and federal governmental agencies; and to non-governmental and community resources and activities. CNGFAN elements will receive a variety of calls and inquiries that relate to legal, financial, medical, emotional and procedural issues that require assistance or referral to agencies outside the California National Guard. CNGFAN elements will become familiar with locally available resources through military and civilian agencies, as well as those available through the supported military units. Each contract employee will become knowledgeable about the families and units supported by the FAC in order to obtain and provide information that is pertinent and useful to the supported service members and families.

b. The success of family member chain of concern is dependent on the support of MACOM/rear detachment. When a unit deploys, the well-being of family members remains a priority of that unit's chain of command. The CNGFAN is a primary resource for MACOMs and unit rear detachments in accomplishing this mission.

3-2 CNGFAN Elements and Responsibilities – The state Operation Ready Families Program will organize and develop the elements of the CNGFAN based on specific geographical/demographical need. The following elements constitute the foundation of CNGFAN.

a. Community Family Assistance Centers

(1) Providing assistance to military families on pay & financial issues, military medical benefits, legal issues, ID cards & DEERS enrollment, Employer Support to the Guard & Reserve (ESGR), accessing military dependent benefits and services from local installations, and a wide variety of other family-related issues. Maintains contact with FRG and Rear Detachments of local deployed units. Ensures telephonic availability is maintained. Keeps current information on all deployments and re-deployments of units in the community. Forwards requests for support to the Regional Family Assistance Specialist. This list is not all-inclusive, and all family problems and concerns of service members will be effectively and appropriately addressed.

(2) Coordinating financial assistance from military, governmental and civilian (community) organizations as needed to assist military families experiencing financial hardships. This includes referral to appropriate offices, agencies and organizations.

(3) Maintaining and updating the directory of community resources, agencies and organizations available to assist military families.

(4) Conducting community informational briefings, town halls and other activities based on request or need.

(5) Providing advice and guidance to military unit Family Readiness teams. Assisting the military units in gathering, collating, maintaining and disseminating information to families. This will include:

(a) Maintaining schedules of events, such as family support meetings, family days, briefings, or other events. Keeps Regional Family Assistance Specialist informed of local events, issues and trends.

(b) Providing supported families with pertinent information, such as contact phone numbers and e-mail addresses.

(c) Providing military units with guidance to assist in publication of newsletters, bulletins, telephone trees, etc.

(d) Providing military units with guidance to assist them with networking and facilitating their family readiness meetings.

(e) When requested, assists MACOMs and rear detachments conduct predeployment, deployment, and redeployment briefings, town halls and other activities. (CNG Form XXX at Appendices X is used to request assistance)

(6) Responding to and effectively handling time-sensitive calls as they are received, to include during off-hours. Maintains standard of 1-hour call back on voice messages. Coordinates with Regional Family Assistance Specialist for call coverage when not available.

(7) Ensuring that coordination is made with the state Operation Ready Families Program Office in advance of any and all communications with any element of the civilian media. CNGFAN will provide no statements or documents to the media unless authorized by the state Public Affairs Office.

b. Regional Family Assistance Specialists

(1) Includes all duties and responsibilities of Community Family Assistance Centers. Acts as senior FAC coordinator of region for operations and coordination.

(2) Assists community FACs in region with developing resource rosters for primary counties, cities, towns. Roster includes all community, government, military resource assets available to families and loved ones of deployed servicemembers.

(3) Provides back-up to community FACs during times of increased mission. Coordinates with community FACs to ensure telephonic availability to families is maintained at all times.

(4) Acts as a conduit of information/resource gathering for unit rear detachments and MACOM headquarters of deployed units. Coordinates with other regions to provide assistance to families geographically separated from their unit FRG.

(5) When requested, assists rear detachments and MACOMs conduct predeployment, deployment, and redeployment briefings, town halls and other activities. Coordinates with local community FAC to provide assistance to requesting entity. Forwards requests for support to State Office for approval. (CNGFAN Briefing Assistance Request at Appendix A is used to request assistance)

(6) Conducts community or regional informational briefings, town halls and other activities based on request or need.

(7) Assists community Family Assistance Center staff with administrative and logistical issues within the region, and coordinates with the State office directly. Receives taskings for support requests from State Office and coordinates support within the region.

(8) Provides feedback to State Office on issues within the region.

c. MACOM Family Assistance Specialists

(1) Includes all duties and responsibilities of Community Family Assistance Centers.

(2) Acts as liaison/representative from Operation Ready Families to the MACOM for coordination with MACOM staff, command or chain of concern activities.

(3) Acts as point of contact for family assistance activities relevant to MACOM planning and operations. Provides guidance and assistance on family readiness to the chain of command and chain of concern within the MACOM and its subordinate units.

(4) Point of contact for all Family Assistance activities relevant to MACOM planning and operations. Provides liaison with MACOM staff. Coordinates support and forwards requests for support to the State Office for approval and tasking.

(5) Participates in community or regional informational briefings, town halls and other activities based on request or need.

d. Youth Deployment Specialist

(1) Assists in the development and coordination of Child and Youth Services for National Guard personnel and their families during all phases of the deployment cycle (preparation, sustainment, and reunion).

(2) Assists in planning, developing and delivering services available both within the Department of Defense structure (e.g. Army Community Services, Air Force Family Support Center, Morale, Welfare and Recreation, etc.) and from collaborating with civilian organizations (e.g. Boys and Girls Club of America, 4-H/ USDA Extension Service, etc.) and other national and local community organizations.

(3) Works closely with MACOM and unit personnel, FSGs and volunteers to assess and evaluate the child and youth needs of the military families.

(4) Develops and expands contact and communication capability among the youth of National Guard with each other and their deployed family members. Develops and facilitates Outreach Groups and methods that give family member youth the ability to discuss their issues, concerns, and success stories with other family members.

(5) Develops, gathers, and distributes age appropriate materials and training for distribution to the youth of deployed that assist families and youth regarding psychological, behavioral, and academic issues and approaches relating to military families and deployment.

(6) Assists in gathering and distributing childcare information regarding the availability of childcare services to military families available based on Department of Defense guidelines.

Glossary

Family Readiness – the all encompassing program built to enhance the retention of Guardmembers and the readiness of Guard families and loved ones. “Family Support” and “Family Assistance” are part of this program.

Family Support – the mutual reinforcement provided to members and their family members – both immediate and extended. Examples include Family Support Groups, newsletters, communication trees, and other volunteer programs and activities.

Family Assistance – the contractual or statutory obligation the military has to provide assistance (e.g. ID cards, Defense Enrollment Eligibility Reporting System (DEERS), TRICARE, financial and legal assistance, etc.) to its members, their “dependent” family members and other loved ones.

Family Support Group –the FSG provides the opportunity for mutual support during a deployment. FSG is organized by a volunteer or team of volunteers who are a part of the unit chain of concern. Involvement in a unit FSG is open to family members – both immediate and extended – as well as others who are close to and concerned about a unit Guardmember (e.g. fiancés, friends, employers, unit retirees, etc.) One of the key missions of the FSG is to be the conduit for appropriate, official communication from the unit; a well-established and used communication tree assists in dealing with rumors and other miscommunication.

Appendix A

Operation Ready Families Program

Family Assistance Network Assignment Sheet

Date of Meeting _____

Time of Meeting _____

Purpose of Meeting _____

Sponsoring Command/Unit _____

Meeting POC _____ Phone _____

Email _____

Meeting Location _____

Anticipated Attendance _____

Type of Meeting

Senior Command Sponsored

Pre-Deployment Briefing
Town Hall Meeting
Redeployment Briefing
Reunion Class

Rear-Detachment Sponsored

Pre-Deployment Briefing
Town Hall Meeting
Redeployment Briefing
Reunion Class

Family Support Group Sponsored

Pre-Deployment Briefing
Town Hall Meeting
Redeployment Briefing
Reunion Class

* * * * *

Family Assistance Network Assistance Requested

Obtain Subject Matter Experts

___ TRICARE	Briefing or Q/A Only	___ Dental Benefits	Briefing or Q/A Only
___ VA Vet Center	Briefing or Q/A Only	___ Red Cross	Briefing or Q/A Only
___ ESGR	Briefing or Q/A Only	___ Army One Source	Briefing or Q/A Only

(JAG, Finance, Chaplain, command representation or other military support should be obtained through unit chain of command; Family Assistance Centers will assist units/Family Support Groups if unable to obtain.)

___ JAG	Briefing or Q/A Only	___ Finance	Briefing or Q/A Only
___ Chaplain	Briefing or Q/A Only	___ EO/EEO	Briefing or Q/A Only
___ Command Rep.	Briefing or Q/A Only		

Provide Informational Materials

___ Family Readiness Handbook
___ Mission Readiness Booklet (Spanish)
___ Guide to Reserve Family Member Benefits
___ Army Emergency Relief Tri-Fold
___ Operation Ready Families Program Tri-Fold
___ What Are They Talking About? (Military Terms and Acronyms) Tri-Fold
___ Homecoming/Reunion Tri-fold

FAX completed form to MAJ Steve Maloney, Family Assistance Officer, Operation Ready Families Program, (916) 854-3752. Or email to steven.maloney@js.ca.ngb.army.mil